Business and Technology Support

Framework and Principles

1. **Eliminate redundant data** – Whenever possible, eliminate multiple sources of data and define primary data sources of data. The Agency will have one source of data to make reliable decisions.

2. **Data Integration** – Systems will integrate data and create consistency.

3. **Common look and feel** – Users internal and external will know they are working on Minnesota Housing systems by interweaving our brand to our systems.

4. **Repeatable and standardized processes** – Anytime there is a request for service or support, there will be a defined process that will be followed.

5. **Universal access** – Access to systems for internal and external clients will be seamless. Common access and authentication processes will be followed.

6. **Ease of use** – Systems will be put in place to meet the needs of the business, not the needs of the system, application or service. Using the system will not be more complex than trying to get work done.

7. **80\20 rule** – If 80 percent of the functionality is available, we can work to implement the remaining 20 percent later.

8. **R.O.I. (Return on Investment)** – We should know and agree to the value of the work before entering a new project, contract or system.

9. **Security standards** – Security is paramount for functionality for any system or control. Risk will be agreed upon by the Risk Management Committee.

10. **Timeliness** – We will deliver products and projects based on timelines, deliver project that are appropriate and/or relevant at that time, and deliver information needed to manage the organization in a timely manner.

11. **Systems imposed on us** – Whenever possible, minimize adverse impact to the Agency (including legacy systems).

12. **Leading edge of technology** – The Agency will be an early adopter of proven technologies, ahead of the mainstream, but not on the bleeding edge of new products.